

Progress for the Future

★ **A** new 32 multi-slice CT scanner will be installed by early summer providing state-of-the-art diagnostic CT services.

★ **A** four million dollar construction project currently in progress will help patients to access Radiology and Laboratory services quicker and easier.

★ **We** will be expanding behavioral health services in our community based outpatient clinics (CBOC). This includes expanded behavioral health services at the Warren CBOC, on-site services in Ashtabula CBOC, and a plan to provide these services to veterans in McKean and Venango counties.

★ **By** the end of the year, Erie VAMC will have a wealth of information available to the public through our newly created external website.

★ **Research** is beginning at Erie VAMC to focus on quality improvement opportunities in the areas of pharmacy run clinics and geriatrics.

★ **MOVE!** Managing Overweight and/or Obesity for Veterans Everywhere, a national program to help veterans lose weight, keep it off and improve their health is being implemented in 2006. For more information on MOVE!, contact your VA provider and visit the MOVE! website at www.move.med.va.gov

The Erie VA Medical Center provides health care services at the following locations

★ Erie VA Medical Center
135 East 38th Street
Erie, PA 16504
(814) 868-8661
(800) 274-8387

★ Crawford County Clinic
18955 Park Avenue Plaza
Meadville, PA 16335
(814) 337-0170

★ Venango County Clinic
UPMC Northwest - Oil City
174 East Bissel Avenue
Oil City, PA 16301
(814) 677-7591

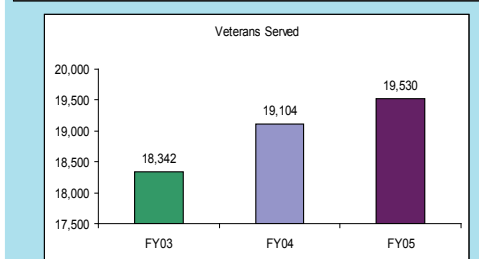
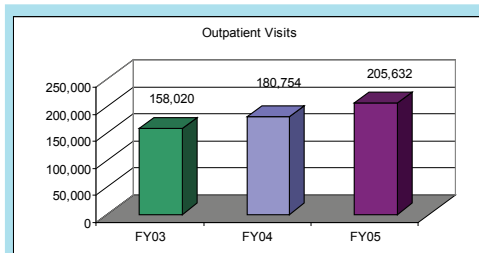
★ Ashtabula County Clinic
1230 Lake Avenue
Ashtabula, OH 44004
(440) 964-6454

★ McKean County Clinic
Smethport Family Practice
406 Franklin Street
Smethport, PA 16749
(814) 887-5655

★ Warren County Clinic
Farm Colony Professional Bldg.
3 Farm Colony Drive, Suite B
Warren, PA 16365
(814) 723-9763

Report Period is Calendar Year 2005

Vital Statistics



Inpatient Admissions	1388
Average Length of Stay	4.3 days
Nursing Home Admissions	200
Outpatient Visits	205,632
Employees	447
Volunteers	505
Volunteer Hours	73,043
Gifts and Donations	238,953



Erie VA Medical Center

Health Through Preventive Medicine and Education

Report to the Community

★ **Quality** ★ **Patient Satisfaction** ★ **Efficiency** ★ **Progress** ★ **The Future**

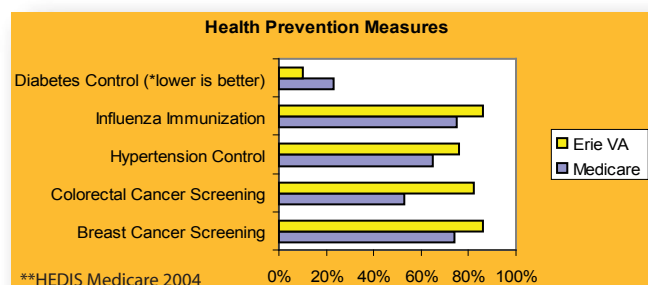


Department of Veterans Affairs
Serving Our Nation's Veterans Since 1930



Quality of Care

★ **In** 2005, the Department of Veterans Affairs was acknowledged by numerous well-respected organizations and independent journalists, for providing excellent services and for being a model of high quality health care. As for our part, Erie VAMC has invested time and energy into prevention and effective disease management for the veterans we serve.



Erie VAMC provides a high standard of care when compared to similar Medicare monitors.

★ **Erie** VAMC received recognition as a nationwide best practice for the JCAHO measure involving how fast a patient gets their first dose of antibiotic when they have been diagnosed with pneumonia. Getting antibiotics quickly leads to fewer deaths for those patients admitted to the hospital for pneumonia.



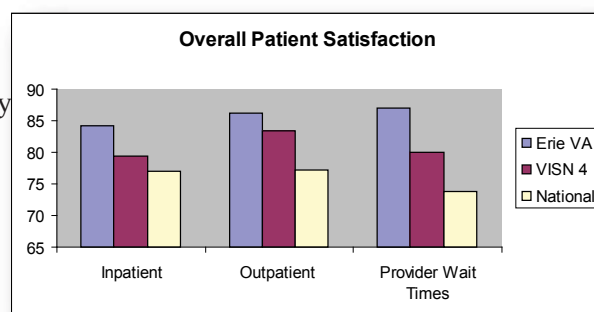
The My HealtheVet website allows veterans, families and medical providers to work together. This fast and easy way to manage a veteran's health and well-being continues to exceed expectations. This valuable tool provides a wealth of general health information. Veterans can track blood pressures, nutrition, exercise, pulse oximeters, and refill VA prescriptions on line. You can access the website at www.myhealth.va.gov on your home computer or utilize one of Erie's My HealtheVet computers.

★ **Group** visits or shared medical appointments prove to have a positive effect on our patients' health. Health outcome measures all showed improvement at the one year mark reflecting the positive effect of the group setting for patients with chronic disease such as diabetes, hypertension or high cholesterol. Total cholesterol, triglyceride, LDL cholesterol, and blood pressure levels all dropped on average for the entire group. Group visits allow providers to spend more time with their patients.

Patient Satisfaction

★ **Patient** satisfaction is a top priority among staff. We continually receive excellent grades overall from our inpatients and outpatients and their families. Our outpatients appreciate a high quality of care while experiencing short waiting times.

★ **Our** patients participating in the group visits or shared medical appointments have rated courtesy of staff; timeliness of service; confidence in their provider; respect for privacy; sensitivity to concerns; and health information and advice, very good to excellent for the past two years, exceeding the goal of 90% of our patients being highly satisfied with their care.

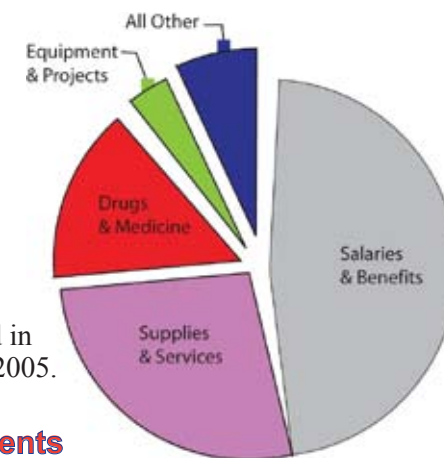


Efficiency

★ **The** staff at Erie VAMC provided care and treatment to over 19,500 veterans in 2005 within a budget of \$71 million. Our average health care cost for delivering comprehensive care in 2005 was slightly over \$3,300 per veteran including the cost of outpatient medications. The 2005 average Medicare advantage cost for individuals in Erie County ranged from \$3,500 to \$4,330, excluding the costs for outpatient medications.

Salaries & Benefits	\$33,430,000
Supplies & Services	\$19,195,000
Drugs & Medicines	\$10,649,000
Equipment & Projects	\$2,853,000
All Other	\$4,904,000

★ **Significant** pharmacy cost savings is being generated through an extensive ongoing patient education program by pharmacists; the use of tablet splitting; and the availability of a National VA formulary for drugs and medications. These efforts have resulted in excellent clinical outcomes at a drug cost of \$640 per veteran in 2005.



Accomplishments

★ **Nancy L. Jamison, RN**, Program Leader for Primary Care, was recognized by the Under Secretary for Health, Dr. Jonathan Perlin, as the first recipient of the Facility Level Individual Advanced Clinic Access Champion Award for her significant accomplishments in improving access to care for area veterans.

★ **Home Based Primary Care** has been well-received by veterans eligible to participate in the program, with 73 veterans currently receiving care. Allowing veterans the choice of staying at home for their care and treatment truly enhances their quality of life.

★ **Warren County Community Based Outpatient Clinic (CBOC)** in Warren, PA, opened on March 21, 2005. Comprehensive primary care services are available to area veterans Monday through Friday.

★ **Venango County CBOC** in Oil City, PA, opened on April 22, 2005. This is a shared CBOC with the Butler VA Medical Center. Comprehensive primary care services are available Monday through Friday in Oil City for Venango County veterans.

★ **Erie** VAMC implemented a Green Environmental Management System (GEMS) with the objectives of being good stewards of the environment by preventing pollution, minimizing waste, and conserving cultural and natural resources.

Erie Hometown Heroes

★ **We** are privileged to have employees who answered the call to serve our country for Operation Iraqi Freedom and Operation Enduring Freedom. Our local heroes are:

David Buczynski, LPN, SFC, USAR
Thomas Klobchar, PA, MAJ, ARNG
Ann Pesta, CPT, USAFR

John Eckholm, RN, USAR
John Milewski, RN, MAJ, USAR
Susan Sucharski, RN, MAJ, USAR

Robert Weigle, LPN, PO2, USNR